Catering Contract given to M/s. P. R. Company by Northeast Frontier Railway

2583 DR. BAPU KALDATE: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the Northeast Frontier Railway has given permanent contract to M/s. P. R. Company for catering services on Stations and also through the dining services;

(b) whether it is a fact that N.F. Railway has been renewing this contract without inviting any tenders;

(c) whether it is a fact that the services of this company are not upto the standard, if so, whether the Railway authorities have conducted any checks in this regard if so, the details thereof; and

(d) whether it is also a fact that N F. Railway Dining Car and Catering contractors Mazdoor Union, Pandu Guwahati has made several complaints to the Railways about the inadequate wages and service conditions of the employees?

THE MINISTER OF STATE OF THE MINISTRY OF RAILWAYS (SHRI MADHAVRAO SCINDIA) : (a) No, Sir.

(b) The contracts held by M/s. P. R Catering Company were renewed by Northeast Frontier railway from time to time as per policy.

(c) Frequent checks have been conducted by the railway on the Pantry car service managed by M/s. P. R. Catering Co. and these checks reveal that there is an improvement in the quality of service rendered by the contractor.

(d) Some such representations were received.

Fare-Table of DTC Buses

2584 SHRI DINKARRAO GOVINDRAO PATIL: Will the Minister of SURFACE TRANSPORT be pleased to state what is the fare-table, stage-wise, number of buses plying, their frequency and the time of the first and last trip of the route numbers **164, 167, 187, 196, 216, 251,** 252, 280, 417, 431, 444, 481, 490, 508, 512 517, 519, 532, 538, 541, 724, 910, 916, RL-15, 462 and Mudrika—Lajpat Nagar to Lajpat Nagar plying under DTC?

THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT (SHRI RAJESH PILOT): Details are given in the statement enclosed (See Appendix CXLIV Annexure No. 111)

Complaint Against Working of Telephones and Excess Billing

2585. SHRI SANTOSH BAGRODIA: Will the Minister of COMMUNICATIONS be pleased to refer to the reply to Unstarred Question 2949 given in the Rajya Sabha on the 19th August, 1987 and state·

(a) the number of complaints received till October, 1987 about the unsatisfactory working of telephones and excess billing in Rajasthan; and

(b) the details of action taken by the Telephone Department for the redressal of these complaints and about the improvement of telephone services?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI SANTOSH MOHAN DEV): (a) The number of complaints regarding unsatisfactory working of telephones from 1st January, 1987 to 31st October, 1987 is 2136. Number of excess billing complaints for the same period is 1449.

(b) A total of 2074 unsatisfactory working of telephone complaints and 1225 excess billing complaints have been decided. As regards improvement of services, various developmental schemes like commissioning of electronic exchanges, digital exchanges, microwave stations and open wire systems etc. have been planned during this plan period.